

# SATERN Login https://satern.nasa.gov

# For SOLAR Users Transitioning to SATERN 4

### What is my SATERN User Name and Password?

Your SATERN User Name

For <u>Civil Servants</u>, your **SATERN** user name is the same as your **SOLAR** user name. Typically the **SOLAR** user name is your first initial, middle initial, last name in lower-cased letters.

If you are a <u>Contractor</u>, your **SATERN** user name is your **SOLAR** user name with a uppercase C and a hyphen (C-) in front of it.

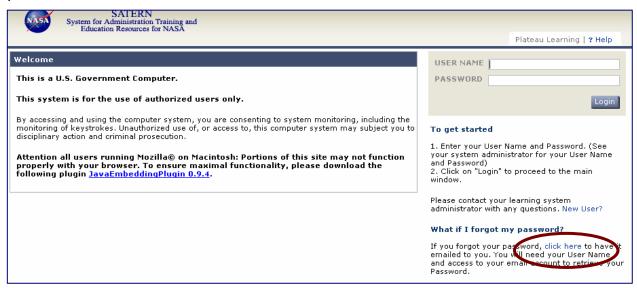
**NOTE:** The **SATERN** User Name field is case-sensitive.

User Name examples:

FULL NAME	SOLAR USER NAME	SATERN USER NAME
Joe K. Nasa (Civil Servant)	jknasa	jknasa
Jane D. Nasa (Contractor)	jdnasa	C-jdnasa

#### Your SATERN Password

From the SATERN login page, click on the <u>click here</u> link under, "What if I forgot my password?" You must know your User Name and have access to your email account to receive a temporary password. After logging in with your temporary password, you will be prompted to change your password.



## For New Civil Servants

#### **How will I get my SATERN User Name and Password?**

New Civil Servant employees will need to call the **SATERN** Help Desk number 866-419-6297 or send an email request at <u>nasa-satern.support@nasa.gov</u> to receive their **SATERN** login information



### For New Contractors or Contractors Without SOLAR Ids

### What is my SATERN User Name and Password?

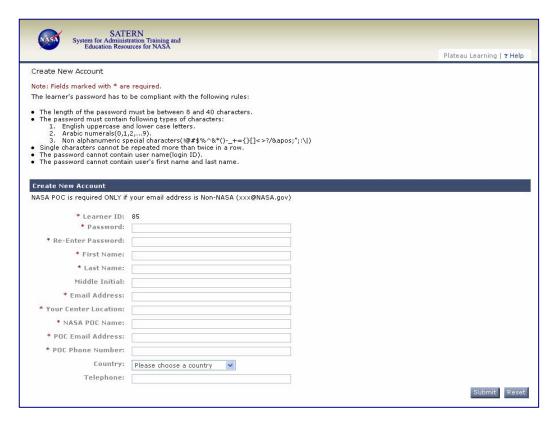
If you do not have a SOLAR ID you will need to request a new account in **SATERN**. **Do not request a new account in SATERN if you already have a SOLAR ID**. This will result in the creation of a duplicate record.

#### Here's what to do

STEP 1: From the SATERN Login page, click on the New User? link to create a SATERN account.



**STEP 2:** Fill in the form completing **all required fields** then, click on **SUBMIT**. Required fields are marked with an \*.



**STEP 3:** You will receive two separate emails, one with your **SATERN** user name and one with your **SATERN** password.